GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3596
ANSWERED ON:07.08.2002
INFORMATION CENTRES
UMMAREDDY VENKATESWARLU

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government have conducted a survey on the functioning of information centers operating in various Ministries/Departments;

(b) if so, the outcome thereof;

(c) whether the Government are contemplating to wind up these centers; and

(d) if so, the reasons therefor?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): With a view to monitor the functioning of the Information and Facilitation Counters (IFCs), teams of officers of the Department of Administrative Reforms and Public Grievances carried out on-the-spot evaluation of the functioning of these counters between March and June 2000. Earlier, the Consumer Coordination Council, an apex body of consumer groups, also submitted an external evaluation report of the functioning of the IFCs in March, 2000.

(b): As per both these reports, while the overall functioning of the IFCs can be termed as satisfactory, certain deficiencies were also observed. As per the report of the survey carried out by Consumer Coordination Council, the main deficiencies pointed out were about the location of IFCs, lack of adequate publicity and supervision. Similarly, as per the report of the survey carried out by Department of Administrative Reforms and Public Grievances, the deficiencies noticed were about shortage of space, inadequate facilities for visitors, counters not having direct telephone lines, lower level functionaries manning the Counters, the officials not wearing the name badges and lack of updated information. The specific observations contained in the reports were communicated to the concerned Ministries/Departments for taking necessary corrective action.

(c): No, Sir.

(d): Question does not arise.